

# Job description

## Microsoft Office 365 Technical Support Engineer

### SA1 Solutions Ltd

**Location:** Gorseinon

**Salary:** £25-30K depending on experience

**Position:** Full-time (SA1 offer a 9 day working fortnight)

### About SA1:

SA1 Solutions is a leading Managed Service Provider based in South Wales offering services to over 100+ customers across the UK. We help clients improve their business and individual performance by providing professional well-managed IT infrastructure. We have a skilled and motivated team with years of experience, we pride ourselves on our professional jargon free approach to IT Services.

We are a complete outsourcing solution that creates bespoke packages tailored to our customers' needs. We are also extremely flexible and capable of acting as a client's IT department or we can supplement an existing in-house IT function. Our offering covers IT Services such as cloud computing, storage, backup, antivirus, telephony and broadband, as well as IT infrastructure solutions such as networking, data archiving, security and much more.

### What we are looking for:

SA1 Solutions is looking to recruit an experienced Microsoft Office 365 Administrator to support and maintain the Microsoft 365 (M365) platform. The applicants must have a proven background in a variety of environments and experience with supporting and implementing M365.

### Job Description:

- Support global M365 migration, synchronization, and identity management.
- Support and provide management of Microsoft Azure environment.
- Serve as Subject Matter Expert (SME) for Exchange – Exchange Online Administration.
- Troubleshoot and provide solutions to end user requests or problems submitted by phone, email, or chat.
- Troubleshoot and provide solutions to software and hardware faults.
- Perform post solution follow up to ensure end user satisfaction.
- VPN Management.

- Monitor Azure Resources and Log Analytics.
- Endpoint/Intune Management.
- Maintain inventory and deployment of licenses.
- Supporting the Group IT team on other projects as needed.
- Accurately document all work performed through ticketing system including details and outcomes.
- Ensure accurate and timely resolution of all assigned issues. Escalate product bugs or unresolvable cases

**Required Skills :**

- Experience supporting the Microsoft 365 Platform
- Windows 10 deployment / Windows Autopilot
- Azure Active Directory Connect Management and Multi-Factor Authentication

**Desired Skills:**

- Microsoft 365 Certification
- Experience in SharePoint to SharePoint Online management and configuration
- Experience working with end users domestically and internationally
- Excellent interpersonal, oral, and written communication skills
- Experience in building excellent client relationship
- Experience performing technical support for user-facing or End User Computing services.
- Ability to use open-ended questions and active listening to gather information on a problem
- Possess and maintain a positive attitude in various situations.

Job Type: Full-time

Salary: £25,000.00-£30,000.00 per year

Benefits:

- Free parking
- Private medical insurance
- 9 day working fortnight

Annual Leave:

22 days plus Bank Holidays

Schedule:

- Day shift

- Weekend availability

Ability to commute/relocate:

Experience:

- system administration: 1 year (preferred)

Work Location: In person

Requirement:

Full clean UK driver's licence